

May 3, 2017

Teranet and RBC are aware of attempts to fraudulently obtain ticket payments through Phishing emails. If you receive an e-mail request to provide confidential information or to pay a ticket – **DO NOT respond or click on any links provided.** Instead, please forward the e-mail to [paytickets@teranet.ca](mailto:paytickets@teranet.ca).

Teranet and RBC are confident there has not been any security breach in their systems, and would like to provide you with some additional information for your protection.”

**Phishing is the practice of sending phony e-mail messages designed to look legitimate.** This tricks individuals into disclosing their confidential information which can lead to identity theft and online fraud.

### **Tips to Protect Against Phishing**

Follow these tips to help you avoid falling victim to Phishing:

- Never provide your confidential information in response to unsolicited communications.
- **Play it safe!** If you don't know the source of an e-mail or if it looks suspicious, delete it.
- **Be cautious!** Even if you recognize a sender's e-mail address, always pay close attention to the contents of the e-mail as e-mail addresses can be faked.
- **Be alert!** Just because an e-mail or website appears to be from a legitimate company doesn't mean it is. If you are unsure that the website is valid do not sign in or enter any confidential information.

### **Tips to Protect Against Scams**

It is important to be aware of a number of **Scams** that may be related to Phishing.

**If it sounds too good to be true, it probably is.**

Always ensure that any requests are legitimate. Be wary of:

- Any requests to transfer money from one bank account to another.
- Being asked for your bank account number so that someone else's salary or money owing to them can be credited to your account.
- Instructions to pay tickets.